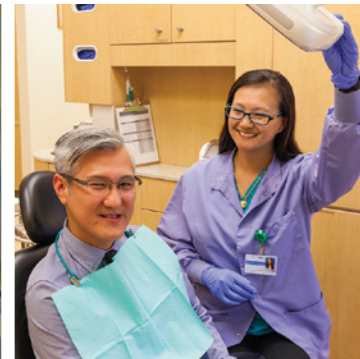


WAIKIKI HEALTH

MEDICAL & DENTAL • BEHAVIORAL HEALTH • SOCIAL SERVICES

Compassionate Healing. Expert Care.



2016 ANNUAL REPORT

With 2015 Financial & Donor Data

WAIKIKI HEALTH

Our Mission

The mission of Waikiki Health is to provide quality medical and social services that are accessible and affordable for everyone, regardless of ability to pay.

Our Vision

Waikiki Health provides compassionate healing and expert care that result in improved health and quality of life for all in our island community.

Core Values

We are committed to providing the highest quality care and services to our island community.

We believe that respect is the foundation of our interpersonal relationships.

We maintain empathy and kindness, treating everyone as ohana.

We are creative and flexible in meeting community needs.

We help empower others to reach their highest potential.

We are accountable to the community we serve and to each other.



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Letter from our Chief Executive Officer



Waikiki Health values its greatest asset: its staff. We developed a unique approach to training and guiding new leaders within the health center. With an emphasis on increasing the numbers of homeless individuals and families that receive housing, we developed a flow chart so every person in the center would know the route to housing. Twenty managers, supervisors, and leads collaborated on process improvement throughout the center. (See below: Waikiki Health Growing Leaders.)

Comprehensive optometry services were added to Waikiki Health's menus of services in 2016. Individuals with insurance as well as those who do not have insurance are now able to receive high quality vision services, glasses and other intervention to assure that their eyes are healthy.

We expanded care coordination by hiring four nurses who focus on reducing emergency department utilization for non-emergent situations. The care coordinators help patients increase preventive and primary care clinic visits, provide counseling and support as well as collaborate directly with the hospitals. A partnership with

Queen's Hospital has been established to work with their "hyper-utilizers." We are also working with AlohaCare, United Healthcare, and Ohana on improving quality outcome measures through creative solutions.

Next Step Shelter designed a new model of housing first. All shelter staff were promoted to housing navigators and were provided training on working with families where they are to facilitate more people being housed. The shelter revised its rules and is currently open to the residents 24/7. The result is that more people are becoming housed in a much shorter time. Next Step's job training program is also expanding to offer culinary classes in a partnership with Kapiolani Community College, security services, and tailoring.

Waikiki Health's Chief Medical Officer, Dr. Elliot Kalauawa, was honored by Gregory House for his contribution to the care of HIV/AIDS patients.

Waikiki Health continues to be thankful for the generous support received from our community of donors, board members, and staff. We are so very blessed to have strong support.

Sheila Beckham, RD, MPH
Chief Executive Officer

Leaders must be close enough to relate to others, but far enough ahead to motivate them. - John C. Maxwell

Waikiki Health Growing Leaders

Waikiki Health initiated a six-month GROWING LEADERS training program in the fall of 2015 and twenty Waikiki Health employees successfully completed the program in February of 2016.

The comprehensive training initiative was presented by THINK LLC co-owners, Cindy Sakai and Sarah Nakamura. Monthly training modules included understanding the "Everything DiSC and Five Behaviors of a Cohesive Team." Each module was followed up with a one-month field assignment that was implemented within Waikiki Health departments. The modules also included: People Smarts for Managers; the Listening Leader; Building Trust; and Creating Turbo Teams.

At their graduation ceremony, the students individually showcased their new presentation skills by doing a 5-minute speech to their classmates, supervisors, leadership and board members on how the program impacted them. According to Development Manager and graduate, Liz Makarra, "It was incredible that Waikiki



Health provided us with this professional development opportunity. The tools and skills we learned about team management were invaluable, I feel I was able to develop new leadership competencies that I've already put into practice daily."

Congratulations to the following graduates: Jay Tamashiro, Director of Physical Operations; Tai Nakata, Controller; Liz Makarra, Development Manager/Senior Disaster Relief Coordinator; Jacque Tellei, PATH Clinic Manager; Carla Houser, YO! Program Manager; Mari Miyoshi, HEIS Program Manager; Michelle Ip, Care-A-Van Manager; James Maruyama, Compliance Officer; Charmaine Kekoa, Assistant Controller; Richard Kaai, Housing First Manager; Abel Anien, Shelter Services Lead; Gordon Blaires, Next Step Housing Case Worker; Janis Passetto, Human Resources Generalist; Jennifer Tanaka, Senior Medical Assistant; Malia Cummings, Patient Services Representative Lead; Mark Nartatez, Patient Services Representative Dental Lead; Tooa Liki, Job Training Supervisor; Kiani Cockett, Quality & Housing Support Manager; Nicole Rodriguez, Executive Office Coordinator; and Mervin Marengo, Housing First Supervisor.

Mahalo, Dr. Kalauawa... For 30 Years of Service with Waikiki Health



As our Chief Medical Officer, Dr. Kalauawa (fondly known as Dr. K) supervises the medical providers and oversees all the clinical aspects of our day-to-day operations, and, 70% of his time is spent seeing patients. A graduate of the University of Hawaii John A. Burns School of Medicine, Dr. K specializes in internal medicine and HIV care. He says, "I have always felt primary care is a 'people field.' When somebody comes to me for the first time, I'm likely to ask them more questions about themselves than about their symptoms. When you get to know their interests, personal life and family, it affects how you're going to approach them for treatment."



Dr. Elliot Kalauawa
Chief Medical Officer

Dr. K treats a wide range of patients, from those who are homeless to those who have mental illness, to those who are doctors themselves. "The one thing they all have in common is that they are all facing adversities. It inspires me to see my patients not give up, but to try to face their adversities."

Sheila Beckham, Waikiki Health's CEO, says that Dr. K's team of providers seek to emulate his approaches, skills and selflessness and he is the glue that holds our community health center together.

Congratulations on 30 years with Waikiki Health Dr. K, we are so very fortunate to have you!

Mahalo to Donors

(For your donation in 2015)

By supporting Waikiki Health through your monetary and in-kind donations, you help us succeed in our mission to provide health and social services to everyone in our community, regardless of ability to pay. Thank you for your generous support.

INDIVIDUALS & FAMILIES

Over \$10,000

Mr. & Mrs. Peter H.Y. Hsi

\$5,000 - \$9,999

Ms. Sheila Beckham
Dr. & Mrs. Elliot Kalauawa

\$2,500 - \$4,999

Ms. Nancy Makowski
Dr. & Mrs. Tom Namiki
Ms. Julie Trees Watumull

\$1,000 - \$2,499

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Continued on page 6

Waikiki Health Sites and Programs

Waikiki Health's primary care clinics and program sites offer affordable, high quality care in culturally-competent, welcoming settings.

Ohua Clinic, (277 Ohua Avenue in Waikiki, 808-922-4787), provides comprehensive, patient-centered care targeting underserved populations. Services include primary and preventive medical care, behavioral health, substance abuse treatment, medical nutrition therapy, HIV and Hepatitis C primary and preventive care, optometry services, tobacco cessation, chronic disease management, pharmacy services (808-791-9310), traditional Hawaiian healing and related social services. Education and Counseling Services is situated next to Ohua Clinic and provides our patients with integrated, team-based care coordination to improve health outcomes.

Harry and Jeanette Weinberg Makahiki Clinic, (935 Makahiki Way in McCully-Moiliili, 808-922-4787), houses a Medical Clinic, Behavioral Health Services, Dental Clinic (808-739-7346), and on-site Pharmacy (808-739-7363).

PATH Clinic, (845 22nd Avenue in Kaimuki, 808-791-9390), our women's clinic, provides obstetric/gynecological care, primary medical care, case management and educational activities to assist pregnant and parenting women with a history of substance use issues. Many patients are homeless and/or have been incarcerated. Our patients share the goals of delivering full-term, healthy birth weight babies; and learning parenting skills.

Next Step Shelter, (Pier 1 off Forrest Avenue in Kakaako, 808-585-8800), serves families, couples and individuals. The program is designed to expedite our homeless clients' transition to permanent housing. Services include job training, counseling and placement; financial literacy classes; and other support. Medical and behavioral health referrals are provided to Ohua Clinic and other appropriate Waikiki Health resource sites.

Care-A-Van, (3020 Waiālae Avenue in Kaimuki, 808-922-4790), provides a continuum of care to homeless families and individuals at its drop-in center and clinic and through mobile medical outreach. Services include primary medical care; assistance signing up for entitlement programs, obtaining personal documents, and filling out housing applications; shelter assistance; substance abuse and mental health counseling; mailbox and message services; emergency food and clothing, and other safety net services. The Care-A-Van Clinic is open to the general public. Care-A-Van

Mobile Outreach utilizes a Mobile Medical Clinic (with a private exam room) along with several medically-equipped vans to care for those who are homeless wherever they are situated – under bridges, in parks, at bus stops, and other locations across Oahu.

Youth Outreach (YO!), (415 Keoniana Street in Waikiki, 808-942-5858), is the only resource in Oahu providing homeless teenagers and young adults with comprehensive medical and social services combined with caring support. YO! offers nutritious meals, shelter assistance, and health care through the on-site Teen Medical Clinic. YO! also offers job training and GED preparatory programs to help empower homeless youth to gain job skills, secure jobs, and transition to permanent housing. YO! is jointly operated by Waikiki Health and Hale Kipa, a youth social services agency.

In addition to operating fixed sites, Waikiki Health reaches out to various at-risk populations, often in partnership with other resources:

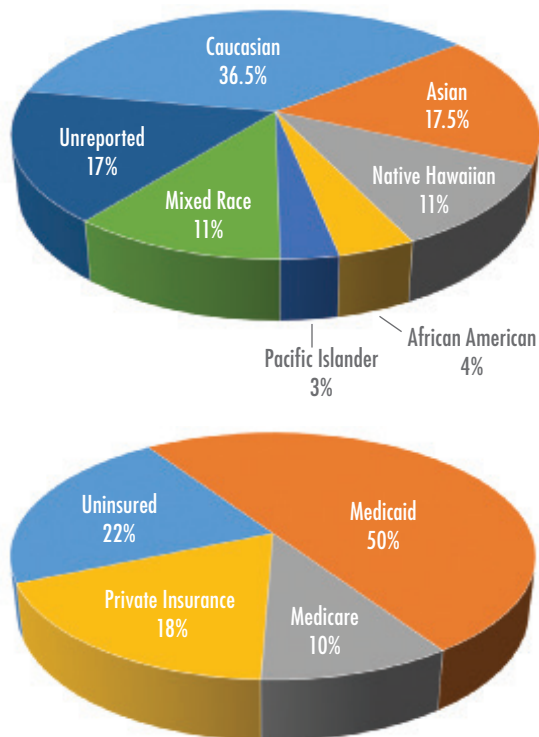
Friendly Neighbors, (808-926-8032), trains volunteers of all ages to offer companionship and other assistance free of charge to Waikiki seniors age 60 and older who prefer to remain living in their own homes for as long as possible. The program provides help with shopping, phone call reassurance, light housework and/or meal preparation, depending on the client's needs. Clients are referred to Waikiki Health and other resources for additional services.

HEIS: HIV/Hepatitis C Early Intervention Services, (808-791-9387), provides community outreach to help clients reduce their health risks and promote tobacco cessation, in collaboration with substance abuse treatment agencies.

Re-entry Services: Our Director of Native Hawaiian Healing and Eligibility Worker visit inmates at Oahu correctional institutions, including those weeks away from re-entering the community, to facilitate family re-unifications; and provide information about accessing health care and social services and applying for affordable health insurance.

Who We Helped

Total patients served in 2015: 10,525



How We Helped

Types of service	Number of visits
Medical	29,176
Dental	4,071
Behavioral health	5,157
Substance abuse	1,370
Other medical	2,438
Non-medical	5,817

Continued from page 4 (\$100 - \$249)

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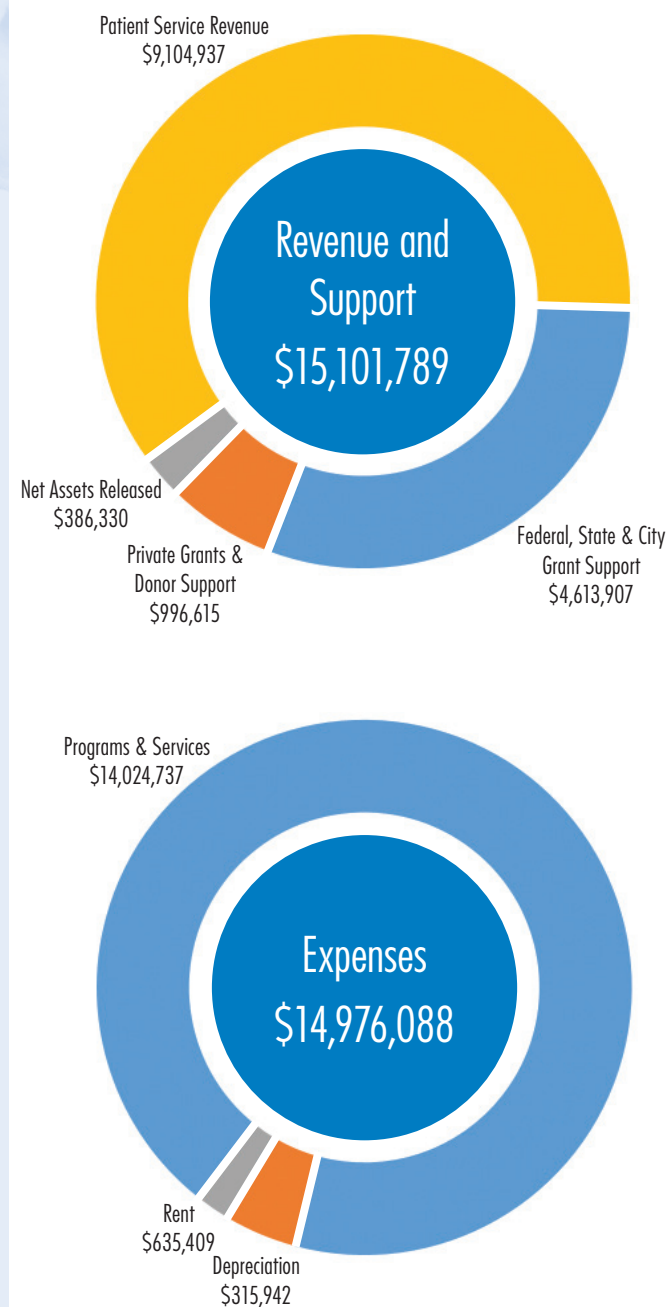
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Continued on page 8

Financials (year ending 12/31/15)



Education & Counseling Services



Since the establishment of our Education & Counseling Services, we've been able to offer much more to our patients. The facility located beside the Ohua Clinic houses a registered dietitian, tobacco treatment specialist, RN care coordinators, behavioral health care coordinator, clinical psychologist, health educator and referral clerks.

One highlight of the Education & Counseling Services is the start of the Prevent T2 program. This lifestyle change program is proven to prevent and even delay type 2 diabetes. The sessions are held weekly by our certified lifestyle coaches.

The facility also offers a diabetes support group. Patients are welcome to join at any time. The group meets twice a month to discuss certain issues and topics related to diabetes. Patients are encouraged to share personal stories with the group and help each other overcome any obstacles they may have in their current situation or even up ahead.

Sheila Beckham, Waikiki Health's CEO, says the space offers "a comfortable, welcoming feeling" for patients meeting with counselors and educators. This is only the beginning of what the new Education & Counseling Services site has to offer. We are excited and look forward to doing more in the future for the community.

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Continued on page 12

Waikiki Health Receives National Community Partnership Award

In 2015, Waikiki Health received the Gov. Hugh L. Carey National Award from the Mutual of America Foundation's Annual Community Partnership Award Competition for the work achieved by our PATH Clinic and its community partner, Salvation Army Family Treatment Services (SAFTS). PATH and SAFTS work collaboratively to help pregnant and parenting women with a history of substance abuse receive vital medical, behavioral health and social services.



Waikiki Health was selected the national first place winner from a field of more than 400 national applicants. A formal awards banquet was held in New York and the Mutual of America Foundation presented the \$50,000 award, which was used to upgrade the PATH Clinic located on the SAFTS campus in Kaimuki.

Mutual of America Foundation additionally sponsored a "Hometown Awards Luncheon" in Honolulu to help us celebrate the achievement. More than 100 guests attended the luncheon, including three PATH Clinic patients who were highlighted in a special documentary created by Mutual of America about the award-winning partnership. (To view the documentary, visit our website: waikikihealth.org.)

"We could not have selected a better example of the spirit of the award. The PATH Clinic is an inspiring example of what can be done to establish a working partnership and what such collaboration can accomplish."

— Thomas Gilliam, MOA Foundation Chairman and CEO

PATH Clinic and SAFTS collaborate seamlessly to ensure pregnant and parenting women receive access to medical care that also addresses their addictions and social service needs. Our programs target women with a history of substance abuse, including women who are homeless, or experiencing socioeconomic, language, cultural or other barriers to accessing care, to promote addiction cessation, reduce perinatal substance exposure, and promote healthy birth outcomes. SAFTS provides substance abuse treatment in a residential setting specifically designed for women with children.

GET CONNECTED

a member of WAIKIKI HEALTH

Sending a special Mahalo to all of our Waikiki Health employees, who went above and beyond their roles as staff and generously donated to our 2015 Get Connected Annual Giving Program.

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Care-A-Van staff celebrates 100% participation in Get Connected.

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Continued from page 11 (in-kind gifts from individuals)

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 C4
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 Cornerstone Church
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 DBEDT - Department of Business
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 Takbir Temple 227
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 Eki Cyclery c/o Jayne Kim
 Elderly Affairs - City & County of
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 Epiphany Episcopal Church

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 Ophthalmology Department
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 Keneke's Grill at Punalu'u
 LA Coptics Mission
 Latter Day Saints of Jesus Christ
 LDS Kahala Ward - Homeless Outreach
 LDS Kaimuki Ward
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 Ola Nui Church
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 Solid Rock Ministry
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 St. Mark's Episcopal Church
 St. Marks Church
 St. Philomena Church
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 Ungil Chais Fellowship
 University of Hawaii Cancer Center
 Uyeda Shoe Store
 Waikiki Aloe
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 Wings of Love AOG

FEDERAL

DHHS - Health Resources and Services
 Administration: Ryan White HIV/
 AIDS Early Intervention Services
 DHHS - Health Resources and Services
 Administration: Health Care for
 the Homeless and Medically
 Underserved Populations

STATE

Dept. of Health: Uninsured Grant
 Dept. of Health: Early Intervention
 Services for HIV
 Dept. of Health: Eligibility Worker
 Dept. of Human Services: Homeless
 Outreach Program
 Dept. of Human Services: Homeless
 Shelter Program

CITY

Dept. of Community Services:
 Waikiki Friendly Neighbors

PRIVATE SUPPORT

AIDS Community Care Team: Essential
 HIV Health & Human Services
 University of Hawaii: HIPRAISE
 U.S. Vets
 Youth Outreach - Job Training

IN MEMORY OF

Ms. Sadie LaPorta
 Anh Chun Loo
 Dr. Irwin Schatz
 Ms. Grace "Soleil" Cassir

IN HONOR OF

Ms. Sue K. Hanson
 Health and Human Services Division
 Dr. Elliot Kalauawa
 Mr. Bernie & Mrs. Mary Knefek



Ways to Give

Please Continue Your Strong Support of Our Mission

Donate On-Line: Click the DONATE NOW button on our website: www.waikikihealth.org

Become a Donor Circle Member: Make your impact easily through monthly gifts – call 791-9334

Will/Planned Giving: Leave a legacy of support for Waikiki Health – call 791-9331

Gift of Stock: Help Waikiki Health serve more people in need – call 791-9331

Match Your Gift: Ask your employer if they have a matching gift program – call 791-9334

Volunteer Your Time: Companionship, support for Waikiki seniors – call 926-8032

Office Assistance – call 738-9356

Next Step Shelter – call 738-9362

In-Kind Gift: *Donate tax-deductible items;* plan a monthly meal for our homeless clients; bring holiday gifts to our shelter or other outreach programs. We welcome gently-used clothing and shoes, computers, books, appliances, furnitures, vehicles and more – call 791-9331

“Waikiki Health continues to be thankful for the generous support received from our community of donors, board members, and staff. We are so very blessed to have strong support.”

Sheila Beckham, Waikiki Health CEO

Waikiki Health Planned Giving:

Please consider including a gift to Waikiki Health in your will or estate plan. A legacy gift allows you to continue to support our agency for future generations of patients to come. For more information, please contact Mary Beth Lohman, Chief Marketing and Development Officer, at 808-791-9331 or send an email to mlohman@waikikihealth.org.

WAIKIKI HEALTH MATTERS



Serving our community with medical care and social services since 1967.

- Primary and Preventive Care
- Dental Care
- Integrated Behavioral Health
- Pharmacy
- Comprehensive HIV/AIDS Services
- Chronic Disease Management
- Women's Health
- Substance Abuse Treatment
- Tobacco Cessation
- Native Hawaiian Healing
- Care Coordination
- Medical Nutrition Therapy
- Emergent & Transitional Shelter
- Homeless Youth Services
- Outreach Medical Services
- Senior Assistance

WAIKIKI HEALTH

LEAVE A LEGACY

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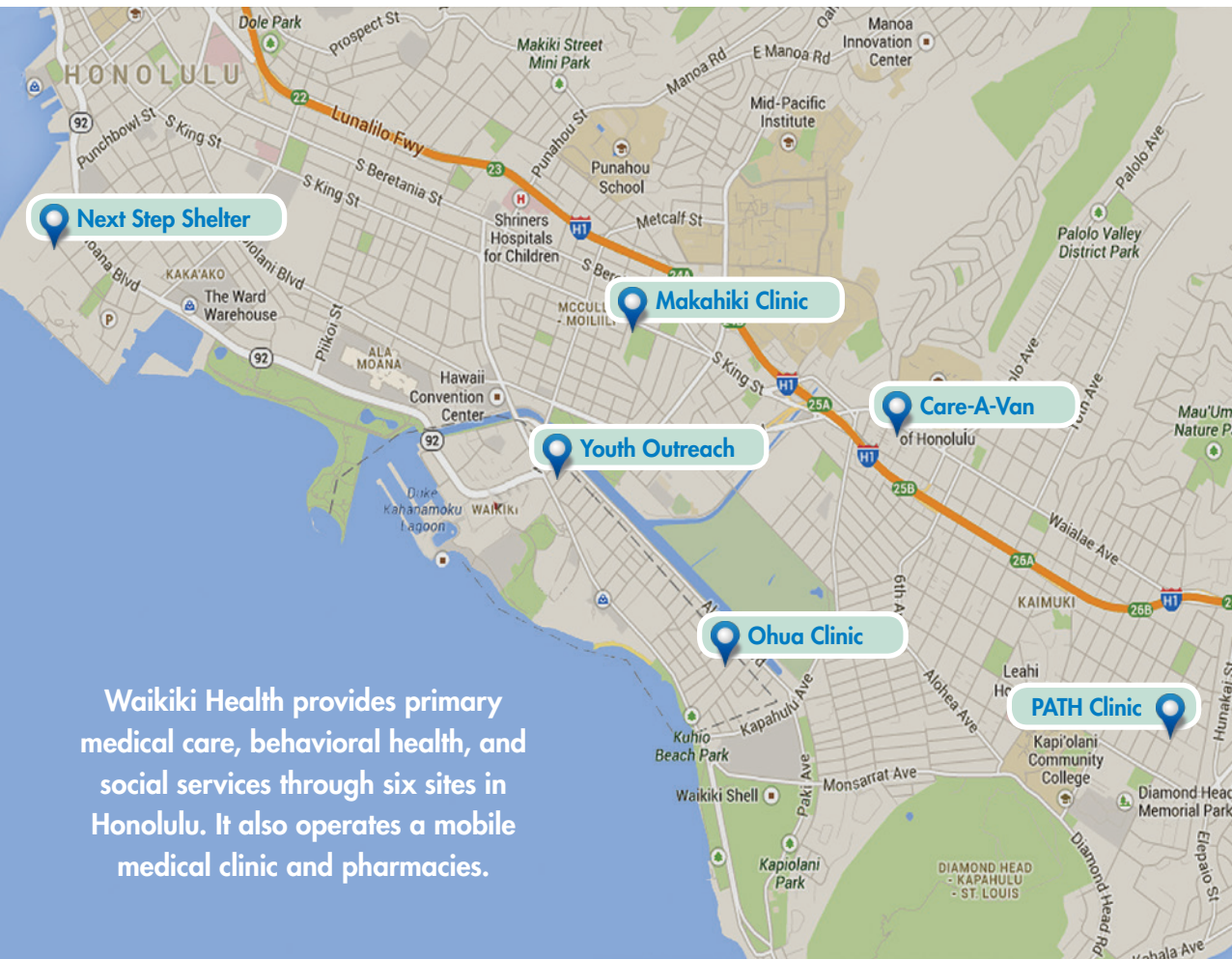
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Lillian T. Tsang*

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***Health Resources & Services Administration (HRSA)**

requirements: The Board, elected annually, consists of up to 20 members representing diverse backgrounds. More than half of the Board members “shall be active consumers” of the health center’s primary care services, according to the U.S. Department of Health and Human Services Bureau of Primary Health Care. In addition, no more than half of the non-consumer Board members can derive more than 10% of their annual income from the health care industry. Consumers are marked with an asterisk.



Waikiki Health provides primary medical care, behavioral health, and social services through six sites in Honolulu. It also operates a mobile medical clinic and pharmacies.

Waikiki Health Leadership Staff

Sheila Beckham, RD, MPH – Chief Executive Officer

Elliot Kalauawa, MD – Chief Medical Officer

Todd Okamoto, MBA – Chief Financial Officer

Bernice Peller, MHRM – Chief Administrative Officer

Darlene Kaahaaina – Director of Nursing

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Francine Dudoit-Tagupa – Director of Native Hawaiian Healing

Kent Anderson, CVM – Chief High Risk Services Officer

Jason Espero, MPA – Director of Homeless Services

Maurice Kalaau – Director of Patient Services

Mary Beth Lohman – Chief Marketing & Development Officer

WAIKIKI HEALTH

MEDICAL & DENTAL • BEHAVIORAL HEALTH • SOCIAL SERVICES

277 Ohua Avenue, Honolulu, HI 96815

808.922.4787

808.791.9331 (Development Office)

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waikikihealth.org

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